



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2011/2012

**SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR
OF SCIENCE (COMPUTER ENGINEERING)**

SCE 505: INDUSTRIAL MANAGEMENT

DATE: Friday, 20th April, 2012

TIME: 2.00 p.m. – 4.00 p.m.

INSTRUCTIONS:

Answer Question ONE and Any other TWO Questions.

QUESTION ONE:

- a) Explain four reasons why the scientific management was criticized by Contemporary management theorists (4 marks)
- b) Highlight the advantages of centralization of authority in an organization. (3 marks)
- c) i) Explain four features of delegation of authority. (2 marks)
ii) Explain six guidelines to effective delegation of authority. (3 marks)
- d) Explain the advantages and disadvantages of
 - i) Internal source of staff recruitment. (3 marks)
 - ii) External source of staff recruitment. (3 marks)
- e) Describe the term job analysis, using the contents of its following main Documents i) job description. (3 marks)
ii) Person's specifications. (3 marks)
- f) Describe the benefits of ethics in an organization. (3 marks)

- g) i) Explain measures to improve performance appraisal in an organization (3 marks)
ii) Outline the purposes of staff development to an organization and to an Individual employee. (3 marks)

QUESTION TWO:

- a) Describe the various leadership styles used by managers and their application in an organization. (8 marks)
b) Explain the factors that influence leadership styles and its effectiveness. (6 marks)
c) Explain the merits and demerits of budgetary control in an organization. (6 marks)

QUESTION THREE

- a) Explain the importance of motivation in an organization. (6 marks)
b) Describe problems encountered in the motivation process of an organization. (6 marks)
c) Explain eight strategies managers may use to increase motivation in an Organization. (8 marks)

QUESTION FOUR

- a) Explain the main factors influencing change in an organization. (6 marks)
b) Explain six reasons for resistance to change in an organization. (6 marks)
c) Describe measures of overcoming resistance to change. (8 marks)

QUESTION FIVE

- a) Explain the basic elements of communication process. (6 marks)
b) Explain the factors responsible for the increasing need of communication in an organization. (6 marks)
c) Describe the individual and organizational barriers to effective communication Process in an organization. (8 marks)